# Privacy Policy for Watawara (Operated by TRI3G Innovatives)

**Last Updated:** May 16, 2025

This Privacy Policy describes how Watawara ("we," "us," or "our") collects, uses, discloses, and protects the personal information of users ("you" or "users") who access or use our website [Insert Website Address Here] (the "Site") and our related services (collectively, the "Services"). Watawara is operated by TRI3G Innovatives ("TRI3G," "our parent company").

At Watawara and TRI3G Innovatives, we are committed to protecting your privacy and ensuring the security of your personal information. This policy is designed to be transparent and easy to understand, providing you with clear information about how we handle your data.

**1. Information We Collect**

We collect various types of information when you interact with our Site and Services, including:

**1.1 Information You Provide Directly:**

* **Account Information:** When you create an account, we collect information such as your name, email address, password, phone number, billing address, and shipping address.
* **Order Information:** When you place an order, we collect details about the products you purchase, payment information (credit card details, etc. - handled by secure payment processors), order history, and any specific instructions or preferences you provide.
* **Communication Information:** When you contact us for support, inquiries, or feedback, we collect your name, email address, phone number, and the content of your communication.
* **Marketing Preferences:** We collect information about your preferences for receiving marketing communications from us.
* **User-Generated Content:** If you post reviews, comments, or other content on our Site, this information will be collected.
* **Survey and Feedback Information:** If you participate in surveys or provide feedback, we collect your responses and any personal information you choose to share.

**1.2 Information We Collect Automatically:**

* **Log Data:** Our servers automatically record information ("Log Data") created by your use of the Services. Log Data may include your IP address, browser type, operating system, the referring web page, pages visited, location (if you allow it), your mobile carrier, device information (including device and application IDs), search terms, and cookie information.
* **Cookies and Similar Technologies:** We use cookies, web beacons, and other similar technologies to collect information about your browsing activities, preferences, and device. Cookies are small data files stored on your browser or device. We use both session cookies (which expire when you close your browser) and persistent cookies (which remain on your device until deleted).
* **Device Information:** We may collect information about the device you use to access our Services, including the hardware model, operating system and version, unique device identifiers, and mobile network information.
* **Location Information:** With your consent, we may collect precise location data from your device. You can typically control location sharing through your device settings.
* **Analytics Information:** We use third-party analytics tools to collect information about your use of our Site and Services, such as the pages you visit, the links you click, and the time you spend on our Site. This information helps us understand user behavior and improve our Services.

**1.3 Information We Collect from Other Sources:**

* **Third-Party Service Providers:** We may receive information about you from third-party service providers, such as payment processors, shipping companies, and marketing partners.
* **Publicly Available Information:** We may collect information about you from publicly available sources.
* **Social Media Platforms:** If you interact with our social media pages or connect your social media accounts to your Watawara account, we may receive information from those platforms, subject to their privacy policies.

**2. How We Use Your Information**

We use the information we collect for various purposes, including:

* **Providing and Maintaining Our Services:** To operate our Site, process your orders, manage your account, and provide you with the products and services you request.
* **Order Fulfillment and Delivery:** To process your payments, arrange for shipping, and communicate with you about your orders.
* **Customer Support:** To respond to your inquiries, provide assistance, and resolve any issues you may have.
* **Personalization:** To personalize your experience on our Site, such as recommending products that may be of interest to you and customizing content.
* **Marketing and Advertising:** To send you promotional emails, newsletters, and other marketing communications about our products, services, and special offers, in accordance with your preferences.
* **Improving Our Services:** To analyze user behavior, conduct research, and improve the functionality, design, and content of our Site and Services.
* **Security and Fraud Prevention:** To protect our Site and users from fraud, unauthorized access, and other illegal activities.
* **Legal Compliance:** To comply with applicable laws, regulations, and legal processes.
* **Communication:** To communicate with you about updates to our policies, terms of service, and other important information.
* **Analytics and Performance Monitoring:** To monitor the performance of our Site and Services and understand how users interact with them.

**3. How We Share Your Information**

We may share your personal information with the following categories of recipients:

* **TRI3G Innovatives:** As Watawara is operated by TRI3G Innovatives, we may share your information with our parent company for operational, administrative, and business development purposes. TRI3G Innovatives will handle your personal information in accordance with this Privacy Policy.
* **Service Providers:** We engage third-party service providers to perform various functions on our behalf, such as payment processing, shipping, marketing, data analysis, customer support, and website hosting. These service providers have access to your personal information only to the extent necessary to perform their services and are contractually obligated to protect your information.
* **Business Transfers:** In the event of a merger, acquisition, reorganization, sale of assets, or other business transaction, your information may be transferred to the acquiring entity or other third parties involved. We will provide notice if your personal information becomes subject to a different privacy policy as a result of such a transaction.
* **Legal Requirements:** We may disclose your personal information if required to do so by law, court order, or other legal process, or if we believe in good faith that such disclosure is necessary to protect our rights, property, or safety, or the rights, property, or safety of others.
* **With Your Consent:** We may share your information with third parties when we have your explicit consent to do so.
* **Aggregated and Anonymized Data:** We may share aggregated and anonymized data that does not directly identify you with third parties for various purposes, including analytics, research, and marketing.

**4. Your Rights and Choices**

You have certain rights regarding your personal information, and we want to make it easy for you to exercise them. These rights may vary depending on your location and applicable laws.

* **Access and Rectification:** You have the right to access the personal information we hold about you and to request that it be corrected or updated if it is inaccurate or incomplete. You can typically access and update your account information through your account settings on our Site.
* **Erasure (Right to be Forgotten):** In certain circumstances, you have the right to request the deletion of your personal information. We will consider your request in accordance with applicable laws.
* **Restriction of Processing:** You have the right to request that we restrict the processing of your personal information in certain circumstances, such as when you contest the accuracy of the data or object to the processing.
* **Data Portability:** You have the right to receive a copy of your personal information in a structured, commonly used, and machine-readable format and to transmit that data to another controller, where technically feasible.
* **Objection to Processing:** You have the right to object to the processing of your personal information for certain purposes, such as direct marketing.
* **Withdrawal of Consent:** If we have relied on your consent to process your personal information, you have the right to withdraw your consent at any time. Withdrawing your consent will not affect the lawfulness of processing based on consent before its withdrawal.
* **Managing Cookies and Tracking Technologies:** You can manage your cookie preferences through your browser settings. Most browsers allow you to block or delete cookies. Please note that disabling certain cookies may affect the functionality of our Site.
* **Opting Out of Marketing Communications:** You can opt out of receiving marketing emails from us by following the unsubscribe instructions provided in those emails or by adjusting your communication preferences in your account settings.
* **Do Not Track Signals:** Our Site does not currently respond to "Do Not Track" signals from browsers.

**To exercise any of these rights, please contact us using the contact information provided in Section 9 below.** We may need to verify your identity before fulfilling your request. We will respond to your request within the timeframes required by applicable law.

**5. Data Security**

We take reasonable and appropriate measures to protect your personal information from unauthorized access, use, disclosure, alteration, or destruction. These measures include:

* **Encryption:** We use industry-standard encryption technologies (such as SSL/TLS) to protect sensitive information transmitted between your browser and our servers.
* **Access Controls:** We implement strict access controls to limit access to your personal information to authorized personnel only.
* **Regular Security Assessments:** We conduct regular security assessments and audits to identify and address potential vulnerabilities.
* **Employee Training:** We provide regular training to our employees on data privacy and security practices.
* **Secure Payment Processing:** We use reputable and secure third-party payment processors to handle your payment information. We do not directly store your full credit card details on our servers.

While we strive to protect your personal information, no method of transmission over the internet or method of electronic storage is completely secure. Therefore, we cannot guarantee the absolute security of your information.

**6. Data Retention**

We will retain your personal information for as long as necessary to fulfill the purposes for which it was collected, as described in this Privacy Policy, unless a longer retention period is required or permitted by law. The specific retention period will depend on the nature of the information, the purpose of processing, and applicable legal and regulatory requirements.

We typically retain account information for as long as your account is active. Order history and related information are retained for a period necessary for customer service, warranty purposes, and legal compliance. Marketing preferences are retained until you opt out.

When we no longer need your personal information, we will securely dispose of it in accordance with our data retention policies and applicable laws.

**7. Children's Privacy**

Our Services are not intended for children under the age of [Specify Age, e.g., 16]. We do not knowingly collect personal information from children without verifiable parental consent. If you are a parent or guardian and believe that your child has provided us with personal information without your consent, please contact us immediately, and we will take steps to delete such information.

**8. International Data Transfers**

Your personal information may be transferred to and processed in countries other than your country of residence, including countries that may have data protection laws that are different from those in your country. By using our Services and providing us with your information, you consent to such transfers. We will take appropriate safeguards to ensure that your personal information remains protected in accordance with this Privacy Policy and applicable data protection laws, including implementing standard contractual clauses or relying on other legally recognized transfer mechanisms.

**9. Contact Us**

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us at:

**Watawara Customer Support** help@watawara.com

**Data Protection Officer (if applicable):** Don Joe

**10. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or the features of our Services. We will post any changes on this page and update the "Last Updated" date at the top of the policy. We encourage you to review this Privacy Policy periodically to stay informed about how we are protecting your information. If we make significant changes to this Privacy Policy, we will provide you with more prominent notice, such as by email or by posting a notice on our Site. Your continued use of our Services after the effective date of any changes constitutes your acceptance of the revised Privacy Policy.

**11. Governing Law and Dispute Resolution**

This Privacy Policy and any disputes arising out of or related to it shall be governed by and construed in accordance with the laws of [Specify Governing Jurisdiction, e.g., the Federal Republic of Nigeria], without regard to its conflict of law principles. Any legal action or proceeding arising under this Privacy Policy shall be brought exclusively in the courts located in [Specify Jurisdiction for Legal Proceedings, e.g., Lagos, Nigeria], and you hereby consent to the personal jurisdiction of such courts.

**12. Third-Party Links and Services**

Our Site may contain links to third-party websites or services that are not owned or controlled by Watawara. We are not responsible for the privacy practices of these third-party websites or services. We encourage you to review the privacy policies of any third-party websites or services you visit.

**13. Accessibility**

We are committed to making our Privacy Policy accessible to everyone. If you have any difficulty accessing or understanding this policy, please contact us using the contact information provided in Section 9, and we will make reasonable efforts to provide you with the information in an alternative format.

**14. Your California Privacy Rights (If Applicable)**

If you are a California resident, you may have certain additional rights under the California Consumer Privacy Act (CCPA) and the California Privacy Rights Act (CPRA). These rights may include the right to know what personal information we collect about you, the right to request deletion of your personal information, the right to opt-out of the sale or sharing of your personal information, and the right to non-discrimination for exercising your privacy rights. Please refer to our California Privacy Notice [Link to California Privacy Notice if applicable] for more information.

**15. Your European Union (EU) and United Kingdom (UK) Privacy Rights (If Applicable)**

If you are a resident of the European Union or the United Kingdom, you have certain rights under the General Data Protection Regulation (GDPR) and the UK GDPR. These rights include the rights outlined in Section 4 above, as well as the right to lodge a complaint with a supervisory authority. [Provide contact information for the relevant supervisory authority if applicable].